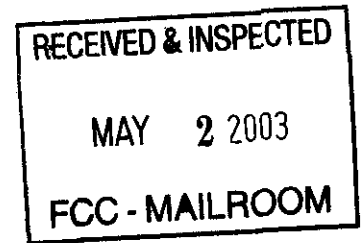


April 25, 2003



Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

To Whom It May Concern:

I am a 42 year old single mother of two boys – ages 11 and 13. I've worked in the telemarketing industry for ten years at both outbound and inbound call centers. I have spent the past 4 ½ years as a supervisor at two call centers for Teleperformance USA in both DesPlaines, IL and Oakbrook, IL

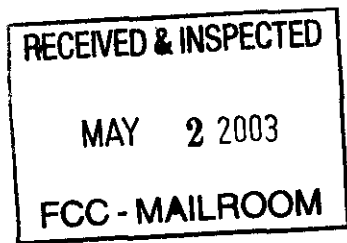
I love the work I do because I enjoy working with people. I feel our industry provides a much needed service and that my company serves both our clients and customers with quality and respect. A major part of my job is to ensure that all of my customer service reps treat each customer respectfully and handles every call according to program requirements and company guidelines. Teleperformance USA prides itself in providing quality customer service for its clients and strictly adheres to all TCPA specifications.

As the sole provider for my family, I am always concerned about their well being. I try to instill in my children a sense of moral values as well as demonstrate how a good work ethic can be rewarding. My job allows me to do all of these things successfully. The effects of your proposal on my family and the entire telemarketing industry would be devastating. My family would not only lose its income and health insurance but also its stability and self-esteem. Overall, the industry would be ravaged and thrust hundreds of thousands of workers into an already weakened and unstable economy.

I strongly oppose the National DNC list and restrictions on Predictive Dialers. I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your consideration in this matter.

Valencia Holman
6200 N Claremont Ave
Chicago, IL 60659



April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communication Commission
445 12th Street SW
Washington D. C. 20554

Ref. CG Docket No. 02-20578
Rules and Regulations Implementing the Telephone Consumer Protection Act 1991.

I'm writing to express my deep concern for how the Federal Communications Commission (FCC) is taking upon itself not to abide by Federal Trade Commission (FTC) on a national (Do Not Call List). As a telemarketing representative, I know some people see these calls as intrusions, but not all people feel that way. I am very successful in my job performance and that could not be the case if it wasn't for interest in the goods that I'm promoting.

How can the FCC decide for the customers who value our service that it a nuisance to call them? There is no justification for the millions of customers who have purchased services by means of telemarketing.

If you pass a National List it will surely equal higher unemployment rate for thousands. A lot of people and their families depend on this as their only source of income.

I am totally against this action. I hope the people that are making these decisions realize their obligations to all Americans. Is it better to hang up the telephone if you don't want a service, or is it better to watch people suffer from trying to feed their children? The decision is yours!!!!

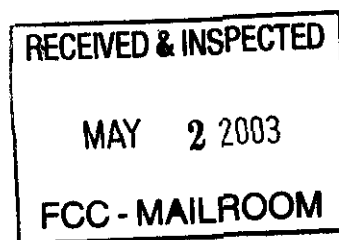
I support The American Telemarketing Association's proposed modifications to the FTC rules.

Syed Azharuddin
318 Strafford Place
Bloomington IL 60108

A handwritten signature in cursive script, appearing to read "Syed Azharuddin".

April 24, 2003

Commission's Secretary
Office of the Secretary
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Hello, my name is Lisha Fields, I am currently employed as a TSR at TelePerformance USA located in Oakbrook, Illinois. I was recently informed that I and many others could lose their jobs soon, due to an attempt by the FCC to enforce a National Do Not Call list. The job I perform allows prospective customers to become aware of products and services they may not have had the chance to know of otherwise. This gives consumers an option and opportunity – this is not to aggravate or annoy. If this law is enforced, I believe what would aggravate and annoy those who support this law is receiving the same calls but from a different country. This will retard the Economic growth of America by increasing taxes and unemployment lines, furthermore, it will allow a greater need for public aid and federal housing (just to mention a few). This would surely create a greater deficit for our economy. As a single parent and student, I depend on my ability to maintain a job where flexible scheduling and a two or four year degree are not required, this enables me to be a tax payer and not a receiver, which would definitely help the economy.

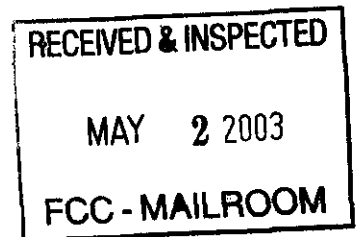
I strongly oppose a "National Do Not Call list". If some are not interested just hang up the phone, they have that option. Please don't allow millions of Americans to become unemployed by sending these jobs to Canada or any other countries to develop their their economies.

Let's face it, this is a no win situation.

Thanking you for your full consideration,

Lisha Fields
2928 W. Madison
Chicago, Illinois 60612

April 25, 2003



Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

To Whom It May Concern:

I am a 55 year old mother of five girls and have nine grandchildren. I've worked in the telemarketing industry for four years and have spent the past 2 ½ years as a supervisor for Teleperformance USA in Oakbrook, IL

I love the work I do because I enjoy working with people. I feel our industry provides a much needed service and that my company serves both our clients and customers with quality and respect. A major part of my job is to ensure that all of my customer service reps treat each customer respectfully and handles every call according to program requirements and company guidelines. Teleperformance USA prides itself in providing quality customer service for its clients and strictly adheres to all TCPA specifications.

As the matriarch of my family, I am always concerned about their well being and I try to show them that through hard work many rewards for self and in life can be obtained. My job allows me to do this successfully. The effects of your proposal on my family and the entire telemarketing industry would be devastating. My family would not only lose its income and health insurance but also its stability. Overall, the proposed changes would thrust an entire industry consisting of hundreds of thousands of workers into an already weakened and unstable economy.

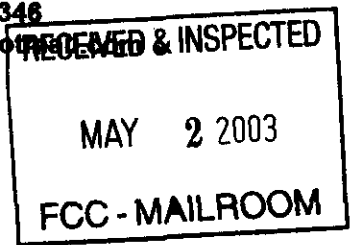
I strongly oppose the National DNC list and restrictions on Predictive Dialers. I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your consideration in this matter.

Mary Bostic
442 S 24th Ave
Bellwood, IL 60104

Robert M. Stepien

815 Doneison Court
Naperville, Illinois 60563
Telephone: 630-305-4346
E-Mail: bobstepien@hotmail.com



April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

RE: CG Docket No. 02-278
Rules & Regulations implementing the Telephone Consumer Protection Act of 1991

As a disabled "soon to be senior", displaced by Sept. 11, I respectfully ask that you please consider the following:

I am currently employed at a call center, as a Teleservicing Representative with TeleperformanceUSA, of Oakbrook Terrace, Illinois. I have been here for the past 16 months (since 9/11) because I have been unable to find gainful employment in my former industry. This along with a heart disability have all but shut down other employment options.

As a professional, I feel that I am providing a valuable service to those customers who feel that by outsourcing their service delivery they can continue to meet the needs and expectations of their customer base while remaining financially competitive in their marketplace.

The significance of my employment is my ability to provide for my family's needs while maintaining a small measure of personal dignity. Removal of this employment option could force me and others like me into bankruptcy, or worse.

While I understand that some may view telemarketing as a dreadful nuisance (or worse), others find it to be the last resort to a small measure of financial respectability. Shutting down telemarketing companies to solve problems easily overcome by other measures and/or options may be like throwing out the baby with the bath water. I wish to close by saying that I oppose the National DNC list and restrictions on Predictive Dialers and that I support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Assuming that this petition will fall on deaf ears, do you know anyone who is hiring 55 year-old disabled men? I didn't think so.

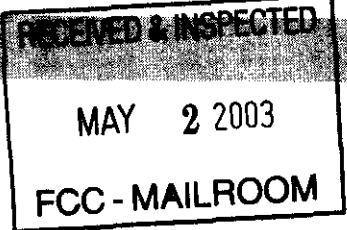
Sincerely,

A handwritten signature in black ink, appearing to read "Bob Stepien".

Bob Stepien

[Click here and type return address]

Teleperformance USA



April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No.02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Dear Sir or Madam:

I am Shannon Speck of the age of 26 years old. I work at Teleperformance USA in Oakbrook, Illinois. I'm an Agent Admin at Telperformance USA. My job includes following call center guidelines with in regards to the company rules. I maintain and hold the hours and conversion that the call center manager requests of me for our center and our clients. I feel the products and services that we give our clients is to the up most of higher customer service that we can give according to our company guildlines. If it wasn't for customer service that we as Teleperformance perform for our clients is a must in customer service. Our customer's depend on us to help them with providing them with the tools and the service that our customer's need. The importance of my job to my family is to maintain a friendly person to person communication. I Shannon Speck Oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and the American Association's Proposed Modifications to the FTC rules.

Thank you for you full consideration on this topic.

A handwritten signature in black ink that reads "Shannon Speck".

Shannon Speck
23w354 Woodcrest Court West
Naperville, Illinois 60540

[Click here and type slogan]

Evelyn Davis
4900 Butterfield Rd.
Hillside Ill. 60162

Teleperformance USA

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MAY 2 2003

FCC - MAILROOM

April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone consumer protection Act of 1991

Oakbrook Terrace IL. Teleperformance USA call center, Client Services Dept. (TSR)

To Whom It May Concern:

My name is Evelyn Davis and I am a single parent struggling just to make ends meet. I work in the telemarketing industry for Telerperformance USA. I feel strongly that the FCC should not adopt the National D0-Not-Call list that would unnecessarily cost jobs and hurt our already ailing economy.

I strongly oppose the damaging national list that will hurt mostly people as I that am suppose to be in a protected class. It would be sad and a tragedy to put millions of people out of work.

The United States has always taken pride in rebuilding other countries and their economy, take for example what is happening in Iraq. Are we in this country any less deserving? Has Sadam now come in the form of the FCC? Must our job now go out-side of the country where the FCC does not regulate?

I need my job, I don't know how I would support my family without it. I feel my job is a worthwhile job that not only put food on my table, but also provide services for thousands of consumers that appreciate the service. For those that don't there is already a Do- Not- Solitz procedure that is specific to companies that will protect them.

I am opposing the National Do-Not-call list and restrictions on predictive dialers and I support Teleperformance USA and the American Telemarketing Association's proposed modification to the FTC rules.

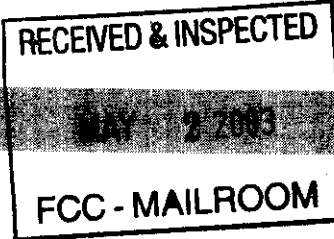
Thank-you for your fullest consideration on this topic

Sincerely:

Evelyn Davis

Evelyn Davis

17W 642 Butterfield Road
Oakbrook Terrace, IL 60181



.....
Teleperformance USA

April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554
Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Oakbrook Terrace IL. Teleperformance USA call center, Client Services Dept. (Supervisor)

Dear Sir or Madam:

My name is Rosie Munoz; I have been working in the Telemarketing Industry for 7 years. I feel that there is no need for a National Do-Not-Call registry and that by passing the regulation many people's jobs would be in jeopardy. My job is very important to me, without this job I would not have been able to attend school. I oppose the national DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Sincerely,

Rosie Munoz
Supervisor

A handwritten signature in cursive script that reads "Rosie Munoz".

.....

17W642 Butterfield Rd
Oakbrook Terrace, IL 60181

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MAY 2 2003

FCC - MAILROOM

Teleperformance USA

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Dear Sir or Madam:

My name is Kathlyn Taylor; I have been working in the telemarketing industry for the past 8 years. I am a single mother of 4 children and without this job which is very important to me I would not be able to support my children. I am currently employed as a supervisor at Teleperformance USA, in the Oakbrook Terr, Ill location which is an ethical company that respects their customers and who already has in place a "Do-Not-Solicit" policy that I feel is accomplishing the objective of protecting the consumers. I do not feel there is a need for a National Do-Not-Call registry that could and would hurt an already suffering economy.

I really enjoy the position I have been placed in at Teleperformance USA, and would like to continue working in the Telemarketing field. My job is very important to me.

I am in opposition to the National DNC list a restriction on Predictive Dialers. I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

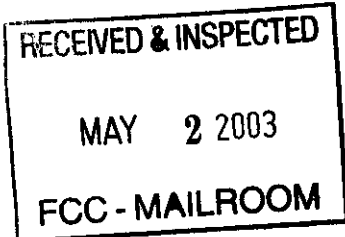
Sincerely,

Kathlyn A. Taylor
Supervisor

.....



Teleperformance USA



4/24/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

My name is Kristina Comer and I am a TSR at Teleperformance USA in Oakbrook Terrace IL. I am a single woman trying very hard to make ends meet. It is very important for me to maintain my job because I like everyone else have bills that need to be taken care of. If so many people loose their jobs that will create our unemployment as well as welfare rates higher than what they already are.

I strongly support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

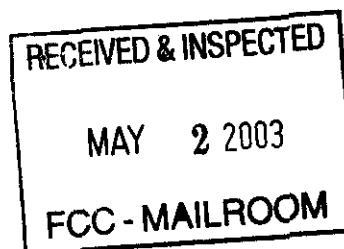
Sincerely,

Kristina Comer

Kristina Comer
2118 W. 67th Street
Chicago, IL 60636



Teleperformance USA



4/24/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

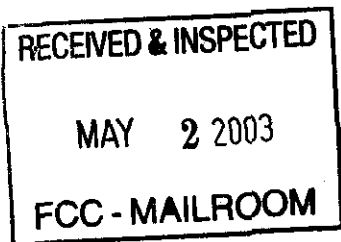
Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

My name is Chiquita McConnell and I am a TSR at Teleperformance USA in Oakbrook Terrace, IL. My job is very important to me because without it I will not be able to pay my bills or take care of my child and family. I feel that the products that we sell to our customers are very important and good. But, also I keep in mind that without these customers backing up our products and services I wouldn't have a job.

I strongly oppose the National DNC list and restrictions on Predictive Dialers and I strongly support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Sincerely, *Chiquita McConnell*

Chiquita McConnell
5152 W. Augusta Blvd.
Chicago, IL 60651

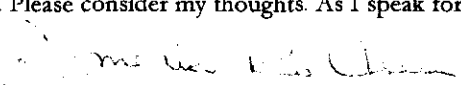


Thursday, April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communication Commission
445 12th Street, SW
Washington D.C. 20554

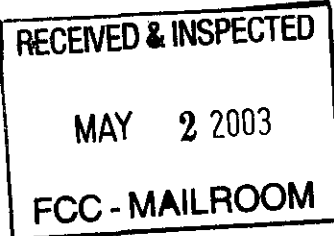
Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

My name is Amelia Rohlsen. I am a Payroll Coordinator for Teleperformance USA in Oakbrook Terrace, IL. I wanted to write to you, and take a brief moment of your time today just to let you know how important and how appreciative I am to have my job. Along with millions of other families you will be hurting, if we were to all lose our jobs and couldn't support our family anymore. A lot of families would suffer, and a lot of jobs will be lost. Knowing how bad our economy is, and being a single mother raising two daughters it isn't easy at all. I appreciate the fact that I can wake up every morning and have a job to come to, the job I have, provides the support I need for my family and I to live. As well as millions of other jobs and their families. As a payroll Coordinator, I see the hard working people that come to work everyday on a day-to-day basis, and provide services to people that need them and work very hard to support their families. I believe Telemarketing is a wonderful way to reach to one another and introduce new information and products that people don't know about and are interesting in. For the ones that don't appreciate the calls, I believe there are other ways they can avoid our calls, such as, "the do not call list", and telephone devises that are already out there. Please consider my thoughts. As I speak for many not just myself...


Amelia Rohlsen
2428 Emerald Ct.#202
Woodridge, IL 60517



Teleperformance USA



4/24/03

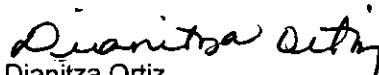
Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

My name is Dianitza Ortiz and I am a supervisor for Teleperformance USA in Oakbrook Terrace, IL. My job is very important to me. Here, I have learned all my experience in customer service as well as management skills. I feel that the products that we sell our customers in general are beneficial for them short term as well as long term. I am confident in what our call center has to offer. Not only does this affect the individual but also their families who depend on them for support. I know that if I were to loose my job it will affect my family as a whole. My husband also works for Telemarketing and I can't imagine the kind of financial hardship this will bring to us.

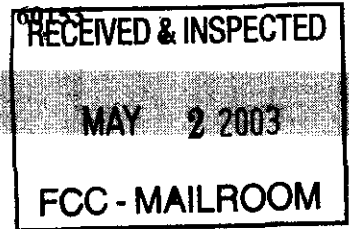
The way the economy is with the reduction of jobs and the impact on how it has affected our unemployment and welfare rate I strongly support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.


Dianitza Ortiz

2059 W. 18th PL APT B
Chicago, IL 60608

Narda Ligon
212 S. 16th Ave
Maywood IL.



Teleperformance USA

April 24 ,2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone consumer protection Act of 1991

Oakbrook Terrace IL. Teleperformance USA call center , Client Services Dept. (TSR)

Ladies and Gentlemen:

I work for Teleperformance USA in Oakbrook Terrace IL. I am a Tsr. My job is very important to me I have limited skills and this is the perfect job for me.

I feel the product that we sell is important to the customers in that they need the services we offer.

If I should lose this job it may be very difficult for me to find another one due to my limited skills this job supplements social security my income.

I am opposing the National Do-Not-call list and restrictions on predictive dialers and I support Teleperformance USA and the American Telemarketing Association's proposed modification to the FTC rules.

Thank-you for your fullest consideration on this topic

Sincerely,

Narda Ligon
Narda Ligon

Clarence Williams
17 W. 642 Butterfield Rd.
Oakbrook Terrace IL
60181

Teleperformance USA

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MAY 2 2003

FCC - MAILROOM

April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone consumer protection Act of 1991

Oakbrook Terrace IL. Teleperformance USA call center, Client Services Dept. (TSR)

Ladies and Gentlemen:

I love my communicating with customers, and assisting them with what ever they need. Not all customers have a problem with telemarketers, even if they do not purchase what we have to offer we still get an hourly salary. That hourly pay get the bills paid, put clothes on my two son's back and food on the table.

If you take that from us, I do not know I will do. Telemarketing has been my provider for over 7 years, and It will truly a blessing if you take this into consideration.

I am opposing the National Do-Not-call list and restrictions on predictive dialers and I support Teleperformance USA and the American Telemarketing Association's proposed modification to the FTC rules.

Sincerely:

Clarence Williams
Clarence Williams

Althea Philson
347 32nd Ave
Bellwood IL.
60104

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Teleperformance USA

April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone consumer protection Act of 1991

Oakbrook Terrace IL. Teleperformance USA call center, Client Services Dept. (TSR)

Ladies and Gentlemen:

I am currently employed at Teleperformance USA located in Oakbrook Terrace, IL. As a Tsr. I think that there are other ways that the Federal Communications Commission's could protect the consumers by having specific companies have a Do-Not-call list, screening devices or having the consumers just say no and hang up their telephones. The telemarketing Industry is helping in many ways.

I enjoy going to work talking to customers. The service that I provide is a credit protection plan that would help the customers if they encounter a financial crisis.

It is also important that I keep my place of employment because I have a family that is solely dependent upon me. I and probably lots of other people, would find themselves in the unemployment lines trying to find a job that would fit their schedules and skills never the less, the welfare line, the way our economy is today,

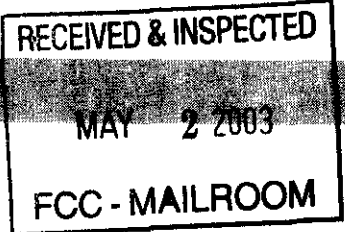
I am opposing the National Do-Not-call list and restrictions on predictive dialers and I support Teleperformance USA and the American Telemarketing Association's proposed modification to the FTC rules.

Thank-you for your fullest consideration on this topic

Sincerely,

Althea Philson
Althea Philson

4812 Hawthorne Ave.
Hillside Ill.
60162



Teleperformance USA

April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone consumer protection Act of 1991

Oakbrook Terrace IL. Teleperformance USA call center , Client Services Dept.
(Supervisor)

Ladies and Gentlemen:

My name is Rebecca Owens, I am a 51 year old bread winner for my family. I've worked in the telemarketing industry for the past 20 years. The most recent two years for Teleperformance USA, which is an ethical company that respects their customers and who already has in place a "Do-Not-Solicit " policy that I feel is accomplishing the objective of protecting the consumers. I do not feel there is a need for a National Do-Not-Call registry that could and would hurt an already stifled economy.

I enjoy the work I do, I feel it is productive and the services we provide to our customers are of quality and has value.

My job is very important to my family and me. I am the only employed member of my household. I have two handicapped grandsons, which I am their legal guardian, one with cerebral palsy, and both with multiple medical problems. If I should lose my job it would be a hardship and I am not sure how I would support my family.

I am in opposition to the National DNC list and restrictions on Predictive Dialers. I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank-you for your full consideration on this topic.

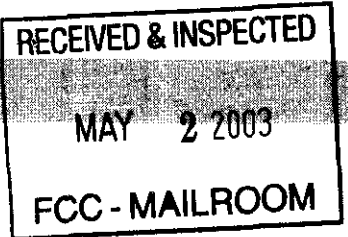
Sincerely, Rebecca Owens

A handwritten signature in cursive script that reads "Rebecca Owens".

Claire Klemmedson
1N 249 Bloomingdale Rd
Carol Stream IL 60188

.....

Teleperformance USA



April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone consumer protection Act of 1991

Oakbrook Terrace IL. Teleperformance USA call center , Client Services Dept. (TSR)

Ladies and Gentlemen:

I work for Teleperformance USA in Oakbrook Terrace IL I am a Tsr. My job is very important to me I am on a very small social security check. I need this job as a supplement so that I can live, eat, and all the necessities of life.

It would be very sad if I had to lose my job because of some unnecessary national DNC list, and because hundreds of thousands good hard working people with families would be put out of work.

I feel the product that we sell is important to the customers in that they need the services we offer.

I am opposing the National Do-Not-call list and restrictions on predictive dialers and I support Teleperformance USA and the American Telemarketing Association's proposed modification to the FTC rules.

Thank-you for your fullest consideration on this topic

Sincerely:

Claire Klemmedson

A handwritten signature in cursive script that reads "Claire Klemmedson".

.....

5629 St. Charles Road
209
Berkeley, IL 60163

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MAY 2 2003

FCC - MAILROOM

April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D C 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone consumer protection Act of 1991

Oakbrook Terrace,. IL Teleperformance USA call center, Supervisor

Ladies and Gentlemen:

My name is Debra Novak Sobol. I am a supervisor at Teleperformance USA. I am 50 years old, and the primary provider for my family. I have worked in the telemarketing industry for the past 12 years. The most recent three years for Teleperformance USA, which is an ethical company that respects their customers and who already has in place a "Do-Not-Solicit" policy that I feel is accomplishing the objective of protecting the consumers. I do not feel there is a need for a National Do-Not-Call registry that could and would hurt an already suffering economy.

The work we do, is productive and the services we provide to our customers are of quality and have value.

My job is very important to me and my family. My husband is on permanent disability, and my salary is what we depend on. I also have been diagnosed with M S. If I should lose my job, I lose my insurance coverage. I could not afford my medication without my health coverage.

I am in opposition to the National DNC list an restrictions on Predictive Dialers. I support Teleperformance USA's and the Ameican Telemarketing Association's proposed modifications to the FTC rules.

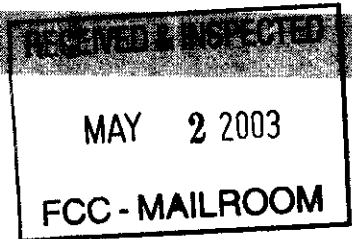
Thank you for your full consideration in this matter.

Sincerely

Debra Novak Sobol

Debra Novak Sobol

Teleperformance USA



April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone consumer protection Act of 1991

Oakbrook Terrace, II Teleperformance USA call center, Agent Administrator

Ladies and Gentlemen:

My name is Aaisha Holliday. I am an Agent Administrator. I am the primary provider for my family. I am a single mother and I have been in the telemarketing business for 5 years.

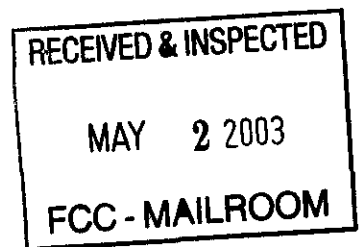
I currently work for Teleperformance USA. This is my only source of income and my only way to provide and care for my family. I feel this Do Not Call registry could effect a lot of people, including me. I'm writing to show that there is a face behind the phone. And if you take away telemarketing you take away people's way of making a living.

Thank you,

Aaisha Nechon Holliday
Aaisha Nechon Holliday

April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

My name is Linda Zubeck and I work in Oakbrook Terrace, Illinois at Teleperformance USA. The position I currently hold is a Customer Service Supervisor. I've been in this field of work for 20 years and have worked both outbound and inbound. The services and products that we sell prove very valuable to the consumer. From credit card registration to a shop at home service, there is "something for everyone" that is offered via the telephone that every consumer can use. If the consumer doesn't want to be solicited once they receive a credit card, it should be their responsibility (the consumer) to contact the company and have themselves placed on the company's do-not-call list. Why should the telemarketing firms be labeled as "the bad guys" and be punished in the long run for the lack of responsibility of the consumer? There would be no need for a national do-not-call list if the consumer would take responsibility for it's own actions. With all the lay-offs that have occurred in the past year, it will only negatively impact our ailing economy even more with the passing of this national list.

My job is important to me as well as my family. I'm the one who carries the insurance coverage for my family and with two young children at home, medical insurance coverage is imperative. The possibility of losing my job would be a financial hardship.

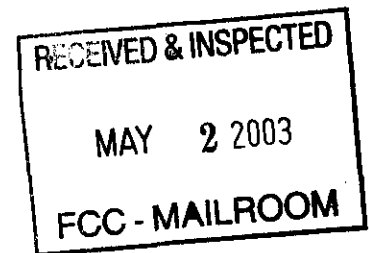
I oppose the National DNC list and it's restrictions on predictive dialers for the above reasons. I wholeheartedly support the proposed modifications to the FTC rules by the American Telemarketing Association.

Thank you for your full consideration in this matter.

Linda Zubeck
181 DelMar Dr.
Bolingbrook, Illinois 60440

April 23, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554



Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer
Protection Act of 1991

Dear Secretary:

I am employed with Teleperformance USA in Oakbrook Terrace, Illinois. I generally do not take the time to write letters voicing my concerns or objections to proposed policies. This time my concern is so great I felt I had to do so. I am employed as a Trainer. It is my responsibility to see that all of our employees are knowledgeable and proficient in the function of their jobs. When our TSRs leave our Training Room, I am proud and confident that they will treat all of our customers with the utmost respect that is a vital part of our business. They leave our Training Room with full knowledge and readiness to apply all TCPA rules and regulations. Now I regret to say that it appears that all of our jobs are in jeopardy. It is our strongly held opinion that a National DNC list and your proposed restrictions on Predictive Dialers will jeopardize the entire industry. Is it because the actions of a few "boiler room operations" have discolored the entire industry? I beg you to consider the hundreds of thousands of people employed in our legitimate industry and the hundreds of thousands of lives that would be turned upside should there be a wholesale loss of jobs. I, among many, am proud of the legitimate service that we perform here on a daily basis. Our clients are numbered among some of the largest employers in this country. We could live with the American Telemarketing Association's proposed modifications to the FTC rules. What we can't live with is the loss of our livelihood.

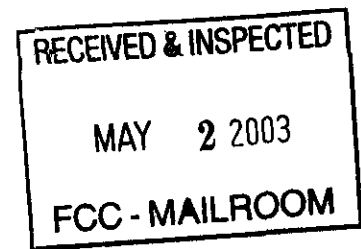
Thank you for your full consideration,

Eileen Davoren
Eileen Davoren

2 S 760 Theresa Court
Oak Brook, IL 60523

April 23, 2003

Commission's Secretary
Office of the Secretary
Federal communications commission
445 12th Street, SW
Washington, DC 20554



RE: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I work at an inbound and outbound call center, Teleperformance USA, in Oakbrook Terrace, IL. It is my job to train the telephone sales reps in our facility. I have sold, and taught others to sell everything from time-share vacations to credit protection, from event ticketing to credit monitoring and low-interest mortgages.

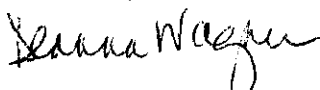
I started doing telephone sales after I had my first child. I needed a job that I could work part-time in the evenings. Telephone sales worked well for me. My children have grown and I now work full-time days. We have been fortunate enough to be a two-income family. This job has given me the flexibility I needed in order to raise my children and give them the things they needed. If I were to lose my job, it would greatly affect my family.

Everyone in our call center comes with his/her own story. We have single moms trying to make ends meet, college kids doing their best to earn some money while going to school, older adults who want to stay in the workforce but have found it difficult to compete with the youth-oriented business world. Our employees work hard on the phone offering consumers much-needed goods and services. They have also found a pleasant work environment and many new friends. Losing their jobs would affect them and their families greatly.

I am writing you today to say that I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules. Implementing this National list will negatively impact the livelihood of our company as well as our employees.

Thank you for your full consideration on this topic.

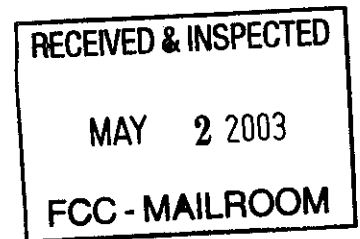
Sincerely,



Deanna Wagner
6426 Winston Drive
Woodridge, IL 60517

Tuesday, April 22, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations implementing the Telephone Consumer Protection Act of 1991

My name is Robert Abelman and I work part-time at TeleperformanceUSA in Oakbrook Terrace Illinois. I am a Recruiter and I recruit Telemarketing Associates for Teleperformance USA. I am Semi-retired and have been a HR Manager and a Recruiter for the past eight years. I spent six years as a HR manager for another Telemarketing Company retired and then went to work at TeleperformanceUSA.

First of all I need you to know that I love my job and I fully believe in the products and services we sell. I also want you to know that the associates I hire are very much in need of a job. Keeping people at work is the most important thing that our country can do in these economics times. Although I am on Social Security I still depend on the income I make at TeleperformanceUSA.

I definitely oppose the national DNC list and restrictions on Predictive Dialers and I very much support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

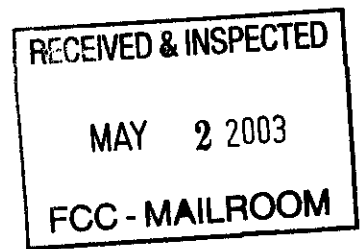
Robert B Abelman

A handwritten signature in black ink that reads "Robert B. Abelman".

9382 Meadowview Dr
Orland Hills, IL 60477
Babelman3@attbi.com

April 23, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer
Protection Act of 1991
Dear Secretary:

I am employed with Teleperformance USA in Oakbrook Terrace, Illinois. I generally do not take the time to write letters voicing my concerns or objections to proposed policies. This time my concern is so great I felt I had to do so. I am employed as a Trainer. It is my responsibility to see that all of our employees are knowledgeable and proficient in the function of their jobs. When our TSRs leave our Training Room, I am proud and confident that they will treat all of our customers with the utmost respect that is a vital part of our business. They leave our Training Room with full knowledge and readiness to apply all TCPA rules and regulations. Now I regret to say that it appears that all of our jobs are in jeopardy. It is our strongly held opinion that a National DNC list and your proposed restrictions on Predictive Dialers will jeopardize the entire industry. Is it because the actions of a few "boiler room operations" have discolored the entire industry? I beg you to consider the hundreds of thousands of people employed in our legitimate industry and the hundreds of thousands of lives that would be turned upside should there be a wholesale loss of jobs. I, among many, am proud of the legitimate service that we perform here on a daily basis. Our clients are numbered among some of the largest employers in this country. We could live with the American Telemarketing Association's proposed modifications to the FTC rules. What we can't live with is the loss of our livelihood.

Thank you for your full consideration,

Eileen Davoren

Eileen Davoren
2 S 760 Theresa Court
Oak Brook, IL 60523